



### Program Description

The Robbins Library and the Fox Branch Library are vital community centers for all. Library staff, trustees, and dedicated volunteers create opportunities for lifelong learning, personal fulfillment, and enjoyment. The library strives to respond to citizens' needs with services and programs in the context of free and equitable access for all Arlington residents. Library staff select, purchase, and process a wide range of library materials including books, periodicals, audio-visual, and downloadable/streaming materials. Reference assistance and reader's advisory services are offered in person and via email, chat, and phone.

Library staffs maintain efficient recordkeeping for over 200,000 items in the physical collection and access to over 120,000 titles in the digital library through shared resources of the Minuteman Library Network and resources purchased exclusively for Arlington cardholders. The Library promotes curiosity and the love of reading in children, teens, and adults and provides materials and services which support formal learning as well as the desire for entertainment and personal growth.

### Budget Statement

The total projected FY22 budget will meet the state municipal appropriation requirement for library certification, which in turn affords Arlington residents borrowing privileges at local libraries and through the Minuteman Library Network interlibrary loan system.

### FY2022 Objectives

- Fully restore library services and hours in the wake of the COVID-19 pandemic, as public health conditions permit.
- Explore ways to enhance support for library services to teens--an expanding cohort in Arlington.
- Promote the Reimagining Our Libraries capital improvement projects at the Robbins Library and Fox Branch Library by working with town leadership, appropriate departments, and library support groups. Continue to explore public/private opportunities for the Fox Library site.
- Launch the redesigned library website and "virtual branch," [robbinslibrary.org](http://robbinslibrary.org).
- Implement the new Strategic Plan for Arlington's libraries.
- Work with the library Equity, Diversity and Inclusion task group and relevant town departments, boards, and commissions to improve library spaces and services and make them welcoming to all.
- Proceed with the strategy to deaccession the Winfield Robbins Art Prints collection.
- Continue working with the Housing Corporation of Arlington's Human Services Network, a collaboration of relevant Town departments and non-profit social services organizations working to identify and stabilize vulnerable community members by connecting families and individuals to resources that promote healthy living.

### PROGRAM COSTS

Libraries	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Personnel Services	1,851,631	1,946,516	2,048,445	2,115,964
Expenses	494,340	456,536	538,880	538,880
<b>Total</b>	<b>2,345,971</b>	<b>2,403,052</b>	<b>2,587,325</b>	<b>2,654,844</b>



### Major Accomplishments for 2020

- Successfully pivoted library services during the COVID-19 pandemic: expanded collections of downloadable e-books, audiobooks, and streaming media services; supported children, families, and older adults with virtual program options; established contactless pick-up with a custom-designed scheduling app purchased by the Minuteman Library Network; introduced "Grab Bags" to circulate materials in bulk and reduce wait times; circulated take-home laptops and hotspots to address the digital divide; increased cleaning and added air filtration and purification to mitigate risk for Robbins Library staff and the public.
- During lockdown, produced a town-wide mailer to promote Summer Reading across age categories, resulting in 1,136 participants. In a normal year participation averages around 1,600.
- Coordinated with ACMi to make library-produced videos of virtual programs available to wider audiences e.g., author readings, and a history of Arlington's Libraries presentation by Richard Duffy, sponsored by the Friends of the Robbins Library.
- Launched Arlington's COVID-19 Archive, a digital archive meant to be a permanent record of Arlington's experience of the pandemic. The archive is hosted on the Local History page of the library's website and will remain open for submissions indefinitely.
- Thanks to support from the Friends of the Robbins Library, the \$1.00 rental fee for feature DVDs was removed, thus eliminating a financial barrier to access. Library DVD collections continue to circulate well despite streaming options.
- In January 2020, launched "open holds" system at Robbins and Fox as an added convenience for patrons. With open holds, patron-requested materials that are ready for pickup are tagged and placed spine-down (for privacy reasons) on open public shelves. Previously, everyone had to wait in line for staff to retrieve their reserved material from a storage area behind the circulation desk. With open holds, the patron goes to the designated shelves, finds their reserved materials, and uses the self-checkout terminal or has items checked out to them by staff.
- Working with the Health and Human Services Department, established library hours for the Case Manager for homeless services.

### Accomplishments (cont.)

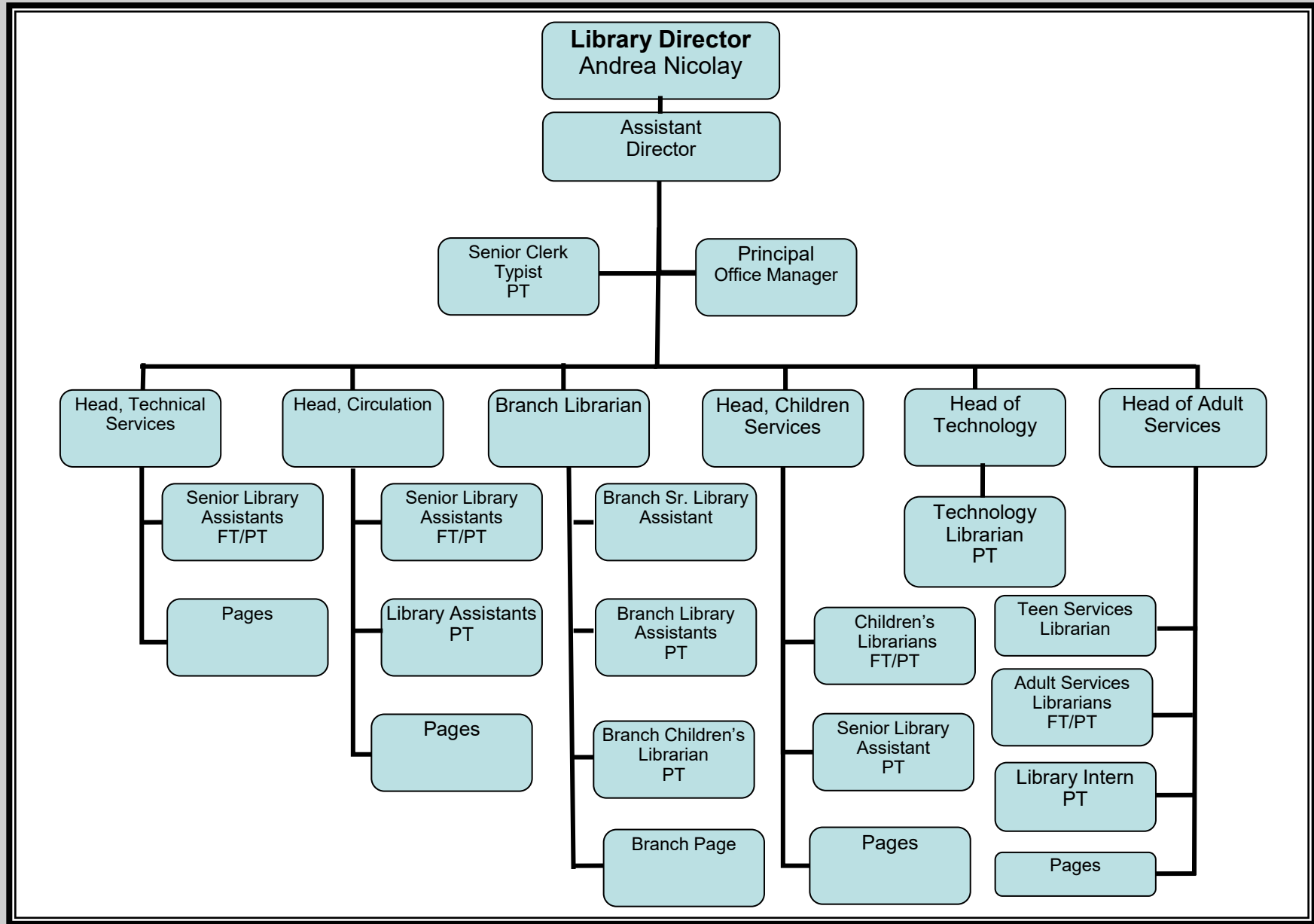
- Applied library trust funds to replace the worn-out, heavily used Teen Area diner booths.
- Partnered with Arlington EATS to provide age-appropriate giveaway books to families receiving meals in July and August.
- Added to the circulating art prints collection, incorporating the work of local artists for the first time ever.
- As a Managing Partner of the Arlington Cultural District, won the maximum \$6,000 grant from the Mass Cultural Council which is supporting a new walking tour of Arlington's cultural assets.

### STAFFING

Libraries	FY2019 Actual	FY2020 Actual	FY2021 Budget	FY2022 Request
Managerial	1	1	1	1
Clerical	14	14.5	15	15
Professional/Technical	15.65	15	14.8	14.8
Custodial/Bldg. Maint.	0	0	0	0
<b>Total</b>	<b>30.65</b>	<b>30.5</b>	<b>30.8</b>	<b>30.8</b>

### Performance / Workload Indicators

Library	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Estimated
Total circulation	741,374	749,636	669,692	750,000
Physical materials	663,644	643,004	520,080	600,000
E-content	77,730	106,632	149,612	150,000
Interlibrary loans processed	148,384	153,964	125,143	150,000
Reference questions answered	63,969	70,609	45,556	70,000
Children's programs	436	467	361	480
Adult and YA programs	225	236	236	240
Visits to Robbins Library	336,381	343,421	204,156	300,000
Uses of Meeting Rooms	1,200	1,471	684	500





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